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| **Project Name: Course Registration System** | | | | |
| **Graduate Advisor Session 1** | | **Date: August 22nd, 2015**  **Time: 10:00AM**  **Duration: 1 hour**  **Location: Commons Learning Center** | | |
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| **Unique ID:** | *GraduateAdvisor\_22082015\_1000*   * *StakeholderViewpoint =Student User, Undergraduate Advisor, IT Manager* | | | |
| **Stakeholder:** | *Name: Greg Whitworth*  *Title: Graduate Advisor*  *Employer: University of Texas*  *Email:* *gregwhitworth@austin.utexas.edu*  *Phone:n/a*  *Viewpoint: Advisor* | | ***Stakeholder:*** | *Name:*  *Title:*  *Employer:*  *Email:*  *Phone:*  *Viewpoint:* |
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| **Requirements Engineer:** | *Name:*  *Email:*  *Phone:* | | **Scribe:** | *Name: Robert Pate*  *Email: robert.pate@gmail.com*  *Phone: 512-827-8137* |
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| **Session Goals and Desired Outcomes** | |
| **Goal** | **Description** |
| **Topics for goals may include:** | * *Gathering requirements for the system functionality and flow* * *Gathering requirements on what data the system manages* * *Gathering any non-functional requirements* |
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| **Outcomes and Products** | **Description** |
| **Outcomes and Products may include:** | * *Q&A Transcript* * *Enough information to represent the requirements* |
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| **Input to Guide Requirements Acquisition Session** | |
| **Portion of System under Discussion** | Managing the student course preferences against priorities and course availability. |
| **Guiding Scenario (if used)** | Student Course Signup |
| **Reference Documents** | Student fills out preference survey; advisor attempts to give everyone the course desired. |

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| **Action Items or Outstanding Issues/Requirements from Previous Sessions (if necessary)** | | | |
| **Previous Session Date** | **n/a** | **Previous Meeting Purpose** | **n/a** |
| **Number** | **Description** | **Assigned To** | **Status** |
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| **Planned Questions** | |
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| **Question**  **#** | **Description** |
| 1 | Who will interact with the system? |
| 2 | What are the primary goals of each user type? |
| 3 | What pre-conditions must be met for the student to register? |
| 4 | How will the system alert users to events? |
| 5 | What is the order of operations for the student and advisor? |
| 6 | Will there be any interaction with current or legacy systems? |
| 7 | What is the budget? |
| 8 | When will this need to be ready for use? |
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| **Notes:** |
| **What is the workflow?**  For traditional students it’s mostly automated. The real challenge is with grad students, especially in our CLEE program. A small set of classes are offered each semester for each program. These are the steps:   1. Advisor notified via email what classes are available and creates a survey for the students. 2. Students are emailed the survey and fill it out. 3. Advisors sort the survey giving priority to seniority. 4. If a class is full, some students will be put on the waitlist. After the first class weekend, waitlist is reevaluated based on add/drops.   **What is the future goal given how manual this process is?**  We would love to automate more, but the state of Texas mandates a hard separation between option 1 (normal) programs and option 3 programs so the special funding that’s available for option 1 is not made available for option 3. Classes have different codes which prevent the option 3 students from accessing the automated system. It’s frustrating to operate in parallel to the great automated system option 1 gets.  **What are the behaviors of course registration not present today that you would like in the new system?**  We want to automate our internal processes and have something like a customer management system like Salesforce. We’d send out the survey and have it automatically go into our system. We’re already transitioning from ACT to Salesforce for our customer management. We can build up our automation as much as we want as long as it doesn’t directly integrate with the option 1 system.  **What interactions with UT can we accomplish?**  In terms of registration, the scheduling system is centralized and unrelated to CLEE internal processes. We will be registering our students directly into the main frame [since the students aren’t allowed to do it themselves]. Rebecca would get your survey, make sure there are openings, figure out who is on a waitlist, and enter your course number and register you. Overnight the system runs and your schedule is created along with your access to Canvas.  **So you would benefit from a system that helps automate the surveys and updates the list of students based on that?**  Yes but seniority plays a role as well. 2nd year students get preference for courses they’ll need to graduate. Availability, preference, and necessity are all taken into account. If you were to automate necessity, you’d want to do an audit that raises an alert to the admin for potential conflicts. Hopefully the flags wouldn’t be too onerous.  **What is this project quoted for?**  Availability would need to be 24/7 during the registration period which is 2 months prior to the start of the semester. You could have a 4 hour maintenance window on Saturday morning. The budget is $50,000. Authentication/security would need a few different roles and is independent from the university. Student login however would ideally integrate with the UT system so the student could use their UT EID. There are no restrictions on look and feel, and ideally this would work on mobile devices.  **When do you want this to be completed?**  By the end of the semester would be very convenient. I wouldn’t expect mobile support by the end of the semester, but would be ecstatic to see it at the end of the year.  **Would you want this system to deal financial information?**  Yes. All the tuition rules are built into the main university system. Our current system interfaces with that and the new one should connect in the same way and give us the same information. There are also financial bars that the current system doesn’t know about, so the new system would need to talk to the financial system for that too.  **What information needs to be displayed in the course survey?**  Course name and number (SWE380.1 Microsystem Controller), morning vs afternoon, professor’s name, and a course description. A link to the current syllabus would be helpful, assuming the Professor has it available at that point.  **Are there any existing data sources that we’d need to import?**  All the student data like GPA and course history are already in the main UT systems and we have easy access to that. Presumably you could integrate some of that into our system, but we wouldn’t want to maintain a duplicate copy.  **What data do you have in Salesforce?**  We are using it as a traditional marketing database for our staff. So if a student attends an info session we track that and other touches. We’ll classify them into different marketing/lead roles. We have their basic contact info, but we purposefully don’t track their UTEID in Salesforce because of FERPA concerns. Maybe we could integrate that in the future but it’d be way beyond the scope of this project.  **What is the maximum number of students and classes this would need to support?**  We need to have 5,000 simultaneous connections during the registration period. As for classes, we plan to roll out more in the future. For instance, online software engineering could explode. We could have 10 or 100 students. As an option 3 program, we have a lot of flexibility with the courses we offer.  **What sort of reporting and logging is required?**  If someone adds or drops a course, we’d need to see that and audit it. Logging anything else would be great too.  **What’s the workflow for this process? Should the system block the student if he’s already done the course? Anything like that?**  CLEE students are actually registered manually by their advisor. So the main frame would flag any issues to the advisor. Repeating courses is actually common so there’s no flag for that.  **Should the admission process be integrated with course registration?**  No, they are separate processes that happen in parallel. We’re not looking to change the way stuff works at UT in general.  **How are CLEE systems integrated with UT?**  We’re integrated, but students have a lot of stuff blocked off. We’re integrated through the advisor’s administrative access. It’s the same database for registration and admissions, but only the advisor can access.  **If we automate the survey part of the process, what notifications would be expected? For example, should a notification go out when the student’s registration is ready?**  Rebecca would look at the surveys in the database manually. I’m not sure how you’d integrate the survey with admission systems, or telling the registrar about current admissions. If a student’s application status changes I do get an automated email from the graduate admissions office already. But then I need to tell Rebecca to send the survey to the student, so automating that would be nice. It’s complicated because of our rolling admissions process. There is no hard deadline. You could apply 6 months or 2 weeks before class starts and still get in. So we could get 3 students admitted in one month, 5 in another month. So it’s very manageable now. But if we did online software engineering and get 500 applicants and 100 admitted, then yeah we’ll need something more automated.  **Would this system be a good fit? Say you register all the new students. Rebecca doesn’t need a notification because she can go into the system and send out the alert asking for the survey. Then the students go into the system, fill out the survey, and then Rebecca goes in to help prioritize the conflicts. At the end, the system provides a report to Rebecca so she can register the students manually in the main frame.**  Sounds good to me!  **What are you unhappy with in the current system? What is the big need that lets you greenlight this budget?**  CLEE is always struggling to assess how we can supersede the limitations of our manual processes. Solutions that help us automate the manual parts will help us grow.  **Would you want to further improve the process of system once it’s launched?**  Yes, but only in a periodic assessment. Since it’s involved with state agencies things move slow. Change takes a long time. We’d be satisfied with a yearly re-evaluation of these limitations. For instance, maybe the FERPA issue will progress and open up some more options a year from now.  **Any regulations we should be aware of?**  Yes, FERPA. There are various levels of classification for it. There’s common basic which is student EID, email, and mailing address. Even enrollment status. Then you have protected info such as GPA and current schedule. It’s much more limited and shouldn’t be emailed around unencrypted.  **Is there any automation we should do around the waitlist?**  The waitlist is very small. 1-5 people per class. It’s not hard to manage now. For software engineering we just have 1 code, but we’ll be rolling out 10 more. So it will get harder to manage in the future. |

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| **Action Items** | | | |
| **Action Number** | Description | **Assigned To** | **Due when** |
|  | Convert the transcription to this document | **Robert** | **2015-08-29** |
|  | Represent requirements based on this document | **Greg/Neel** | **2015-09-06** |

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| **Agreements and Approvals** |

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| *On the delivery date listed, I agree to deliver notes documenting this requirements session to the Stakeholder’s listed below.* | | |
| **Requirements Engineer Name** | **Requirements Engineer Signature** | **Delivery Date** |
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| *The above requirements session report accurately reflects the session for which I served as an expert on the dates indicated above.* | | |
| **Stakeholder Name** | **Stakeholder Signature** | **Approval Dates** |
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